

Customer Council Meeting Minutes



Maryland Correctional Enterprises: Customer Council Meeting

Date: July 18th, 2023 **Start Time:** 10:00am **End Time:** 10:30am **Location:** Virtual

Attendees:

Stephen Sanders
Daniel Schuster

Nicole Copeland
Cristen Ervin

Colden McAllister
Valerie Radomsky

Adam Cummings
Calvin Johnson

MCE General Update – Chief Executive Officer, Stephen Sanders

- Introduction of two new members to the Council; Cristen Ervin & Valerie Radomsky. Welcome!
- FY23 Recap – Unofficial sales of \$51,704,944 compared to FY22 \$50,247,565. Growth of approximately \$1,457,379 or 2.9% from the previous FY.
- FY24 sales off to a slow start. \$385,000 as of July 14.
- We met our Managing for Results (MFR) goal of \$50,000,000.
- We met our MFR goal of having 1,100 participants in MCE programing with 1,115 as of the end of June.
- We have officially moved from the AS400 to our new ERP system, Global Solutions Software. We are moving into phase 2 of the implementation process. GSS is a user friendly program that will lead us into the future with automating some of our processes.
- Furniture and graphics shops have been working OT to fulfill our customer's orders.
- Two audits occurring. OLA auditors are in the building.
- Vacancy is at 19% and we have brought on a lot of great people.
- We will be attending summer MACO and we also have our Annual Luncheon on September 29.

Sales Update – Sales Manager, Colden McAllister

- Project Updates:
 - Upcoming Deliveries:
 - Bowie State Univ. North Tower (July L7s starting)
 - Public Defender - (New Location) September Delivery
 - MVA (Glen Burnie Branch Renovations in Sept/Oct
 - DHS - (New Location) October or November Delivery
 - UMCP - (Chemistry Wing 1) November Delivery
- Project in Design Phase:
 - State Office Complex Project (working with all agencies with their furniture needs)

- Some Deliveries and installs to start in November
- Received POs for:
 - Comptroller (1" phase) December Delivery
 - SDAT (StorageLogic) November Delivery
- Bowie State University (Communication Arts & Humanities Building)
- Morgan State University (Health & Human Services Building)
- Montgomery College (Leggett Math & Science Building)
- University of Maryland Center for Environmental Science (Chesapeake Analytics Collaboration Building)
- Towson University (Health Professions Building)
- DHS (Denton Office)
- Clearance Offerings:
 - Still a lot of good product available. New and discontinued products, please make arrangements with your account rep to visit the showroom.
- New Department Staff:
 - New Install Coordinator: Charles Duval
 - New Customer Service Rep: Susan Hooker
 - Additional Customer Service Rep Soon
 - Will be advertising for a Designer

Marketing Division Update – Director of Marketing, Nicole Copeland

- Good morning. The catalog is typically published on July 1st, however, we have pushed it back to September 1st. We have over 300 price increases that have caused a delay.
- The website has been updated with lots of pricing updates. Please refer to our website until further notice regarding most up to date pricing.
- New products coming on and old products going out:
 - 3 New Modern Chairs (September 1st)
 - System – The Unite (ask your rep)
 - One correctpac item
- Other projects: We have been partaking in several conferences to help reach our customers. We have attended MML, Winter MACO, ASBO, and Maryland Library Association conferences.
- Summer MACO is coming up and a few conferences will occur in the Fall. Important for us to connect with our customer base and understand what the needs are.
- Monthly email updates. Follow the link on the website. Once or twice a month emails with product announcements, etc...
- We are going to procure a new website. Working with a vendor to try and move it forward.

Council Recommendations, Comments, and Concerns

- No recommendations, comments, and concerns from the Council.

Upcoming Events:

Customer Council Meeting: October 24, 2023

Annual Luncheon: September 29, 2023